

## For Providers and Independent Medical Exams

### USING THE SYSTEM

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### FOLLOW-UP

#### **ENROLLING**

##### **If I'm a provider, do I need to sign up? If so, how?**

Yes. Providers can enroll now by visiting the [interpretingWorks](#) website and following the steps for enrollment so their account is ready when the system is live.

##### **What items do providers need to set up an account with interpretingWorks?**

All applicants must provide a work email address, National Provider Identifier (NPI) and Unified Business Identifier (UBI) at the time of registration.

##### **How long after submitting the initial application, can providers get approved and set up interpreting appointments?**

Providers will receive an activation email from [support@interpreting.works](mailto:support@interpreting.works) on the same day their application is submitted. This email asks providers to verify their email address and complete the registration process.

##### **If providers are not immediately approved and are notified that additional documentation is required, will they still be able to set up appointments?**

No. Providers must be fully registered in the system before they can set up interpreting appointments. We strongly encourage providers to begin the registration process before April 12<sup>th</sup> to prevent any delays.

##### **Are IME firms required to get a National Provider ID number (NPI) to sign up for the new scheduling system?**

No. An NPI number is not required for providers to sign up for the scheduling system.

#### **USING THE SYSTEM**

##### **Are we going to be able to book multiple appointments, several days in advance?**

Yes.

##### **How will providers request interpretation for their L&I patients with this new system?**

Providers will enter the [interpretingWorks portal](#) and submit a request for an interpreter. Select location, language, time, date, the gender of preference if it is required, and a special note if it is necessary. Submit your request and you will receive a confirmation email. The system will send your request to all the interpreters who are available to cover it. Interpreters choose to accept or decline the appointment. If they accept, then they confirm the appointment and render services. You will receive an email confirming the interpreter's acceptance with their

name. See the [tip sheet online for more detailed instructions](#) including when to print the QR code.

At the end of the appointment, the interpreter and provider verify services.

For open and allowed L&I claims, interpreter services is a paid service and does not require prior authorization. Providers will decide with the patient if they need an interpreter.

**Do self-insured employers use the new system, and if so, how?**

Self-Insured employers are required to pay the fee associated with interpretation appointments booked through the scheduling system by medical or vocational providers. The vendor ([interpretingWorks](#)) will bill the self-insured employer or their third party administrator (TPA) for the interpretation fee and administrative fee. interpretingWorks will work with the self-insured employer or their TPA to understand their billing process.

**How is L&I going to expect providers to coordinate interpretation if we have no guarantee that an interpreter will show up?**

interpretingWorks will notify the provider as soon as an interpreter accepts the appointment and if there are any cancellations or other changes. For a cancellation, providers have the option of using interpretingWorks to find another interpreter, as well as working with L&I's other contracted phone/video vendors (CTS Language Link) or with independent interpreters to meet on-demand need, such as emergency, urgent care, and walk-ins.

**Are Independent Medical Examiner (IME) firms required to use L&I's new interpreter service or can we use other interpreter agencies?**

IME firms are required to use L&I's new interpreter scheduling system through interpretingWorks.

**Does the new scheduling system change the rule that prevents IME firms from using family members as interpreters?**

No. The scheduling system maintains the rule preventing IME firms from using family members as interpreters.

**Are the IME Panels expected to pay for the interpreter services?**

No, as long as the interpreter is scheduled through interpretingWorks.

**Can I book an interpreter for multiple appointments at the same facility since they will already be there?**

Requestors cannot request the same interpreter for multiple appointments for the same claimant. An interpreter may be booked for multiple appointments in a facility for different claimants.

**The interpretingWorks system doesn't allow for on-demand appointments. What do we do if we need someone immediately without advance notice?**

A limited number of on-demand appointments outside of the scheduling system will be available for interpreters with L&I provider accounts. Healthcare or vocational providers arrange these on-demand appointments. CTS LanguageLink is also available for telephonic interpretation. Providers can use L&I independent interpreters only for initial ROA filing visits, initial visits for filing a reopening application, emergency, urgent care, and walk-in appointments.

**What kind of advance notice do I need to give Interpreting Works?**

For best results, providers should request an interpreter as soon as they schedule the appointment with the injured worker. Most assignments are answered on the same day of the request. Same day interpretation scheduled through interpretingWorks may be available depending on interpreter schedules. While these appointments are not available on-demand, you may be able to use the scheduling system in the morning for an afternoon appointment that same day. InterpretingWorks also has dispatchers you can call for assistance in these situations.

**What about languages of lesser diffusion? How will we get an interpreter for those less common languages?**

A language of lesser diffusion is a less common language. Through the system, interpretingWorks will make every effort to find an interpreter for that less common language. If they are unsuccessful, you will be notified in advance. This should give you time to use CTS Language Link the day of the appointment.

**Do interpreters need badges provided by interpretingWorks in order to be admitted to an appointment?**

L&I does not require badges for interpreters.

**I already have appointments set up with independent interpreters. Can I keep them on the schedule?**

No. All appointments scheduled with independent interpreters or interpreter agencies must be rescheduled through interpretingWorks. Providers may only use independent interpreters for initial ROA filing appointments, initial visits for filing a reopening application, emergency, urgent-care, or walk-in appointments.

## **SPECIAL CIRCUMSTANCES**

**What is the protocol for using an interpreter for a phone call? Do we get interpreter's number and call them at the scheduled meeting time, or does interpreter initiate the call? How do we note that when scheduling?**

Interpreters should never initiate phone calls. The scheduling system is only for face-to-face services, not for phone calls. Interpreters will not be provided the worker's phone number when the appointment is booked. Contact CTS LanguageLink for telephone services at 1-877-626-0678.

**We have multiple locations for our services. Can we set this up in interpretingWorks?**

When registering, providers have the option to set up one or multiple locations in the interpretingWorks system. Providers are not required to list all locations. At the time of the appointment request, providers can add a new location or more specific detail about the appointment location.

**I'm a provider who treats Washington State L&I patients outside of Washington State. Do I need to use interpretingWorks?**

Yes, if you are treating Washington State L&I patients in the following zip codes:

- Oregon zip codes that start with 970, 971, 972, and 978
- Idaho zip codes that start with 835 and 838

Providers treating Washington State L&I patients outside these zip codes may schedule independent interpreters with a unique L&I provider ID to obtain interpreter services.

**Does interpretingWorks do translation services for documents or plans for the worker?**

No. If you have a need for document translation, you must contact the L&I claims manager to request translation services. During interpretation appointments, the interpreter may assist the provider and worker with filling out paperwork. This is considered "sight translation" and is part of an interpreter service.

**How do I arrange an interpreter for an IME panel appointment?**

For IME panel appointments only, providers may request the same interpreter for the duration of the appointment time. Breaks in the schedule aren't covered by the insurer.

For example, if an IME panel exam takes place from 10:00 am until 12:00 pm, the provider should request the same interpreter for both hours.

If the IME panel exam occurs between 10:00 am until 2:00 pm, with the hour of 12:00 pm through 1:00 pm used for lunch, the provider should request two separate appointments; one for 10:00 am until 12:00 pm and one from 1:00 pm until 2:00 pm. The provider may request the

same interpreter for both appointments, but L&I will not reimburse the interpreter for break time when no interpreter services are provided.

**Can an injured worker bring their own interpreter to an appointment?**

No. Interpreters must be scheduled through the interpretingWorks system for future, in-person appointments. If an injured worker brings an interpreter, this person must leave in a professional manner.

**When am I allowed to request a specific interpreter for a scheduled visit?**

Under normal circumstances, healthcare and vocational providers are not allowed to ask for a specific interpreter when scheduling through interpretingWorks. However, there are a few exceptions to this rule. The following questions can be answered to determine if an exception applies:

- 1) Has L&I provided you specific approval as a pain management or brain rehab program provider offering services to a worker as part of that program?
  - a. Yes - You can request a specific interpreter through the scheduling system.
  - b. No - You can request an interpreter through the scheduling system, but you cannot specify which interpreter.
  
- 2) Does the patient have a Crime Victim claim? Crime victim claim numbers start with the letter "V."
  - a. Yes - You can request a specific interpreter through the scheduling system.
  - b. No - You can request an interpreter through the scheduling system, but you cannot specify which interpreter.
  
- 3) Are you a mental health provider furnishing mental health treatment and/or a diagnosis to a worker?
  - a. Yes - You can request a specific interpreter through the scheduling system
  - b. No - You can request an interpreter through the scheduling system, but you cannot specify which interpreter.

**If the specific interpreter I've been using is unavailable, should I reschedule the appointment with the worker?**

No. There are circumstances where having the same interpreter may be beneficial, but directing patient care through the interpreter's schedule is inappropriate and delays necessary services for the worker. The circumstances noted above are based on interpreter availability, but if the interpreter is unavailable, continue treating the worker with a different interpreter.

## **FOLLOW-UP**

### **Are providers required to conduct QA feedback of interpreters?**

After the appointment is complete, the system will send providers a feedback form via email. This is optional, but it is encouraged because feedback is used for quality assurance.

### **Will the Lookup Service distinguish between interpreters signed up with interpretingWorks and those who have not? This would help us know whom we should contact.**

Interpreter lookup on the L&I webpage is separate from the online scheduling system managed by interpretingWorks. Under the new system, the Lookup *only* shows a list of interpreters who are available to provide on demand, in-person spoken language interpretation for urgent and emergent needs. For example, it will show those interpreters who are available to a hospital, to provide interpretation during an ER visit. Providers need to call the interpreter directly and determine whether the interpreter is available and can get to their location in a timely fashion.

This is an important distinction because all scheduled, in-person, non-emergent appointments must be set up through the new online appointment scheduling system, managed by interpretingWorks.

If in-person spoken language interpretation is not required, telephonic interpretation for appointments can be scheduled through CTS LanguageLink by calling 1-877-626-0678. Use CTS LanguageLink for telehealth appointments.

L&I's interpreter Lookup Service is only used for urgent and emergent appointments. Interpreters requested for urgent and emergent appointments are required to fill out an Interpreter Services Appointment Record (ISAR) form as part of their bill.

### **Will L&I discontinue interpreter provider accounts outside interpretingWorks?**

L&I will discontinue provider accounts for interpreter agencies and interpreters registered to an agency after the new system launches. L&I will not be discontinuing individual L&I provider interpreter accounts that are not associated with agencies. Interpreter agency accounts will be deactivated on May 15.

### **What do I do if an Interpreter is late?**

Contact an interpretingWorks dispatcher. The sole point of contact for providers, interpreters and injured workers will be the interpretingWorks system and its dispatcher.

### **Providers used to ask interpreters to call and remind patients of their upcoming appointment. Will the system still allow for interpreters to do that?**

No. Providers will have to call and remind patients themselves.

**Will the interpreter still get paid if the patient doesn't show up?**

No. For an IME exam, interpreters can request a no-show fee (one per day).

**Do interpreters get paid while they're waiting for the patient?**

If a provider wants to begin an appointment early, then the interpreter will be paid from the time they check in until they check out. Otherwise, they will be paid for the minutes they were there during the appointment (exceptions apply for a late start; [see payment rules](#)).

**Does interpretingWorks have an app? I would like a mobile option when traveling.**

There currently is not a separate application. The system is web based and you may use your mobile device browser. The system is not compatible with Internet Explorer.